



Using our online interpreter scheduling system for the first time:

1. Access your secure account at: <https://www.scheduleinterpreter.com/voicesforhealth>
2. Save the URL in your favorites for easy access.
3. Your username is: **your first name, dot, your last name** (e.g. John.Doe)
4. Your temporary password is: **voices123**
5. Create a new password: Go to Tools and Settings > My Settings > Click on "Show Password Update Settings", enter new password, click on "Change Password"

SCHEDULE ACCOUNTING TOOLS AND SETTINGS LOG OUT

Today Schedule interpreter Approve appointment Reschedule appointment Find appointment Scheduling tools

< October 2017 > **16** OCT 2017 16 TOTAL 0 OPEN 1 NO INTERPRETER 0 REQUIRES APPROVAL

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Total assignments: 429

November 2017

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Total assignments: 97

Month Year

January

SHOW CALENDAR

1:00 pm	106878 SPANISH 1:00 pm / 1:00 Mary Free Bed Rehabilitation Hospital - OUTPATIENT :: Mary Free Bed - Pain Center 350 Lafayette SE - 5th Floor Grand Rapids, MI 49503	108019 SPANISH 1:00 pm / 1:00 Mary Free Bed Rehabilitation Hospital - OUTPATIENT 235 Wealthy SE Grand Rapids, MI 49503
2:00 pm	108014 SPANISH 2:30 pm / 1:00 Mary Free Bed Rehabilitation Hospital -	
3:00 pm	108065 SPANISH 3:00 pm / 1:00 Mary Free Bed Rehabilitation Hospital -	106949 SPANISH 3:30 pm / 1:00 Mary Free Bed Rehabilitation Hospital - OUTPATIENT :: Mary Free Bed - Pain Center 350 Lafayette SE - 5th Floor Grand Rapids, MI 49503
4:00 pm	106951 BOSNIAN 3:30 pm / 1:00 Mary Free Bed Rehabilitation Hospital - OUTPATIENT :: Mary Free Bed - Pain Center 350 Lafayette SE - 5th Floor Grand Rapids, MI 49503	
5:00 pm	107998 SPANISH 4:45 pm / 1:00 108026 SPANISH 5:00 pm / 1:00 Mary Free Bed Rehabilitation Hospital - OUTPATIENT 235 Wealthy SE Grand Rapids, MI 49503	108305 SWAHILI 5:00 pm / 1:00 Mary Free Bed Rehabilitation Hospital - OUTPATIENT 235 Wealthy SE Grand Rapids, MI 49503
6:00 pm		

Once you are logged in, you will be able to review the calendar to see your appointments/assignments. You can click on any date to change the view to a different day. The dates that are bolded on the calendar are the ones that have appointments. Hover the cursor over any appointment to see details.

Scheduling a New Interpreting Request: On-Site

Click on the “Schedule Interpreter” icon to open the form and enter the necessary details.

You will receive an email to confirm that the assignment is in the system. You will receive another email once the interpreter has been assigned; you can also view the interpreter in the assignment details.

< October 2017 >

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Total assignments: 427

November 2017

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4		
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Total assignments: 85

Month Year
January

SHOW CALENDAR

SCHEDULE INTERPRETER

REQUEST DETAILS

* ACCOUNT: Mary Free Bed Rehabilitation Hospital - OUTPATIENT ?

* ASSIGNMENT DATE: Oct 27 2017 ?

* START TIME: 3:00 AM ?

ESTIMATED LENGTH: 2:30

* LANGUAGES: English (SOURCE) Spanish (TARGET) ?

* DESCRIPTION: Physical Therapy ?

IDENTIFY CONSUMER: Patient ?

PATIENT: Jose Garcia ?

PATIENT GENDER: N/A Female Male ?

RECORD ID: 65448 ?

INCLUDE DATE OF BIRTH: ?

HOME VISIT: ?

* ADDRESS: 235 Wealthy SE ?

* CITY: Grand Rapids ?

* STATE: Michigan ?

* ZIP: 49503 ?

PATIENT GENDER: N/A Female Male ?

RECORD ID: ?

INCLUDE DATE OF BIRTH: ?

HOME VISIT: ?

* ADDRESS: 235 Wealthy SE

* CITY: Grand Rapids ?

* STATE: Michigan ?

* ZIP: 49503 ?

ADDITIONAL INFORMATION

DEPARTMENT:

REQUIRE ON-SITE CONTACT: ?

PROVIDER: ?

COMMENTS:

If your account has more than one location, click on this drop-down menu to choose. The address will populate automatically. You can modify the address if needed.

Be sure to correctly choose AM or PM. You can schedule the minutes in increments of 5 for an accurate start time.

Indicating the estimated time you are planning to use the interpreter helps us with scheduling.

These are the working languages needed for the assignment. Leave the default as “English” and choose the other language from the drop-down menu.

The assignment description will help the interpreter know what to expect and prepare accordingly (e.g., terminology review).

Please enter the patient’s/client’s full name in the “Identify Consumer” field, including hyphenated names or last names as they appear in any records.

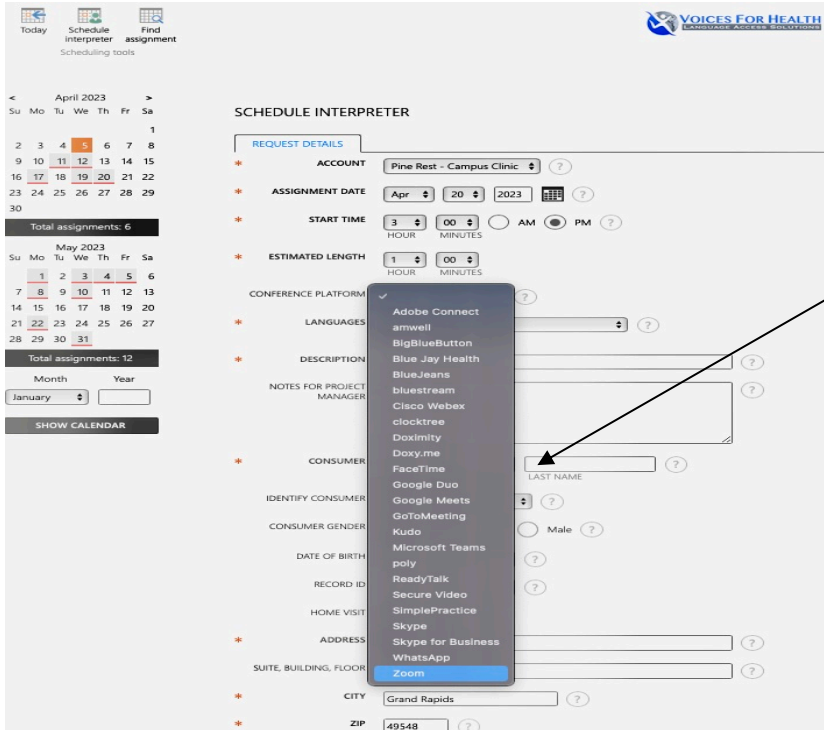
You can edit the address to add suite numbers, floors, and cardinal directions.

Use the “Additional Information” fields to record additional assignment data, such as DOB or record ID, for your own internal use.

When finished, click “Submit” to process the assignment. After that, a window will appear with assignment number and summary.

If you schedule a same-day assignment using the online system, please **also call us** to alert the Request Coordinators.

Scheduling a New Interpreting Request: Telehealth / Video Conference Call



The screenshot shows the 'SCHEDULE INTERPRETER' form. The 'CONFERENCE PLATFORM' dropdown menu is open, displaying a list of options: Adobe Connect, amwell, BigBlueButton, Blue Jay Health, BlueJeans, bluestream, Cisco Webex, clocktree, Doximity, Doxy.me, FaceTime, Google Duo, Google Meets, GoToMeeting, Kudo, Microsoft Teams, poly, ReadyTalk, Secure Video, SimplePractice, Skype, Skype for Business, WhatsApp, and Zoom. The 'Zoom' option is highlighted in blue. Other fields on the form include ACCOUNT (Pine Rest - Campus Clinic), ASSIGNMENT DATE (Apr 20 2023), START TIME (3:00 PM), ESTIMATED LENGTH (1:00), LANGUAGES (English/Target, Spanish/Source), and CONSUMER (John Doe).

When scheduling a **telehealth / video conference** session, open the drop-down menu for the platforms and choose the one that you will be using, even if you do not have the link to the session.

To minimize errors, we prefer that you copy and paste the link to the conference platform when scheduling these appointments.

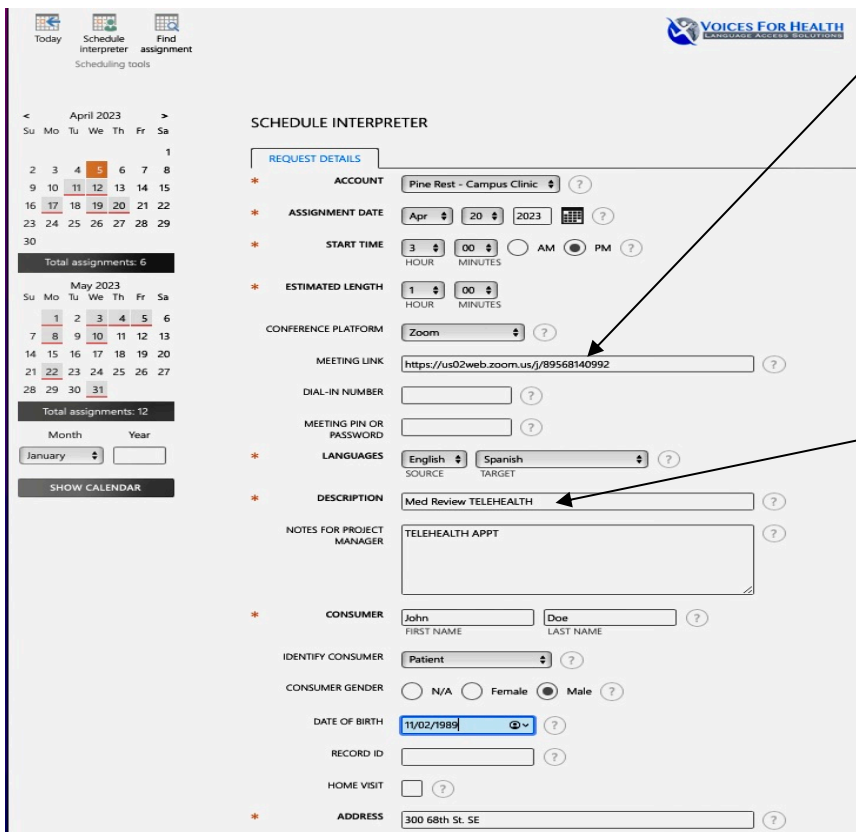
We understand that for many providers, you will not know the link address until the day of the appointment.

If this is the case, please email the link as soon as possible to:

telehealth@voicesforhealth.com

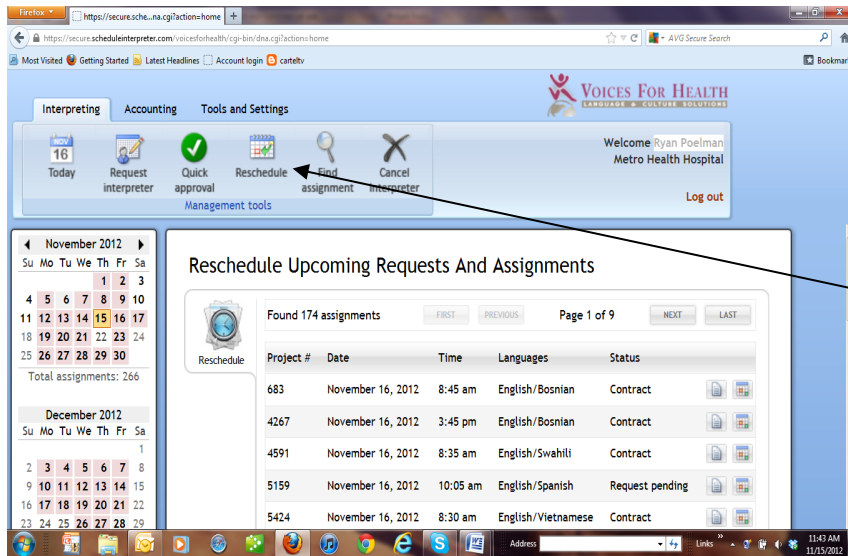
In the **"DESCRIPTION"** and **"NOTES FOR PROJECT MANAGER"** fields, please also write **"TELEHEALTH"** to help alert our Request Coordinators.

If you schedule a same-day assignment using the online system, please **also call us** to alert the Request Coordinators.



The screenshot shows the 'SCHEDULE INTERPRETER' form with the 'CONFERENCE PLATFORM' dropdown menu closed. The 'MEETING LINK' field is populated with the URL 'https://us02web.zoom.us/j/89568140992'. The 'DESCRIPTION' field contains 'Med Review TELEHEALTH'. The 'NOTES FOR PROJECT MANAGER' field contains 'TELEHEALTH APPT'. Other fields include ACCOUNT (Pine Rest - Campus Clinic), ASSIGNMENT DATE (Apr 20 2023), START TIME (3:00 PM), ESTIMATED LENGTH (1:00), LANGUAGES (English/Target, Spanish/Source), and CONSUMER (John Doe).

Rescheduling or Canceling Assignments



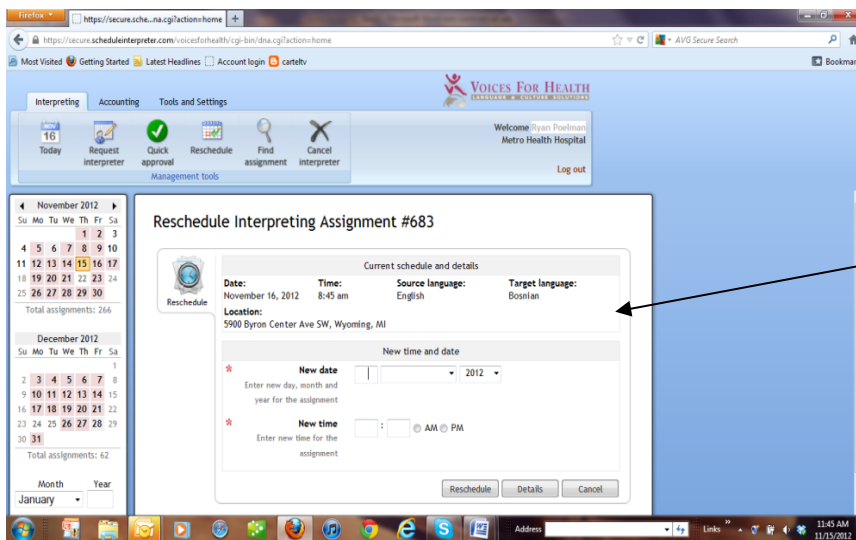
The screenshot shows the 'Reschedule Upcoming Requests And Assignments' page. A callout box points to the 'Reschedule' icon in the top navigation bar. The page displays a list of assignments with columns for Project #, Date, Time, Languages, and Status.

Project #	Date	Time	Languages	Status
683	November 16, 2012	8:45 am	English/Bosnian	Contract
4267	November 16, 2012	3:45 pm	English/Bosnian	Contract
4591	November 16, 2012	8:35 am	English/Swahili	Contract
5159	November 16, 2012	10:05 am	English/Spanish	Request pending
5424	November 16, 2012	8:30 am	English/Vietnamese	Contract

Rescheduling an assignment is a convenient option.

From the **Interpreting** tab:

- 1) click on the “Reschedule” icon to populate a list of all of your future assignments
- 2) locate the one that needs to be modified
- 3) click on the little calendar icon to the right of the assignment you wish to change



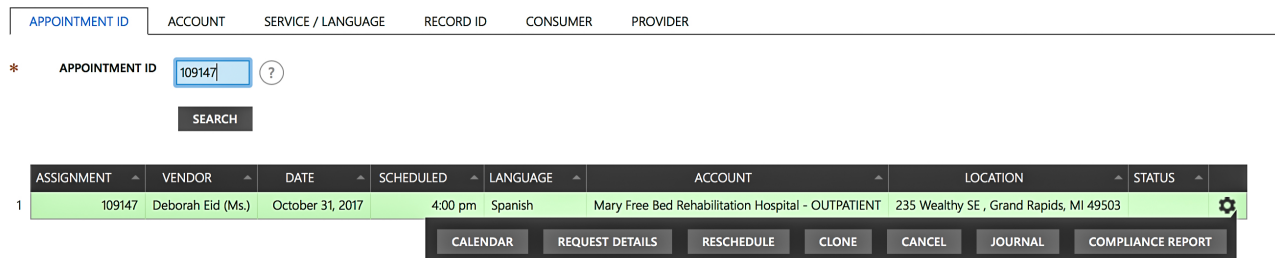
The screenshot shows the 'Reschedule Interpreting Assignment #683' form. A callout box points to the 'Reschedule' button at the bottom of the form. The form displays current schedule and details, including Date, Time, Source language, Target language, and Location. It also has fields for 'New date' and 'New time'.

A window with the assignment information will open, allowing you to enter the new date or time. Click “Reschedule” at the bottom of the window to confirm the change and you will see the new assignment populated on the designated date on the calendar.

You will receive an email to confirm that the assignment has been rescheduled.

You can also reschedule or cancel an assignment by using the “Find Appointment” button. Hover over the assignment to reveal the menu and click on your choice.

FIND APPOINTMENT



The screenshot shows the 'FIND APPOINTMENT' search interface. It includes a search bar with 'APPOINTMENT ID' and a search button. Below the search bar, a table displays search results for an appointment.

ASSIGNMENT	VENDOR	DATE	SCHEDULED	LANGUAGE	ACCOUNT	LOCATION	STATUS
1	109147	Deborah Eid (Ms.)	October 31, 2017	4:00 pm	Spanish	Mary Free Bed Rehabilitation Hospital – OUTPATIENT	235 Wealthy SE, Grand Rapids, MI 49503

Below the table, there are buttons for: CALENDAR, REQUEST DETAILS, RESCHEDULE, CLONE, CANCEL, JOURNAL, and COMPLIANCE REPORT.

SCHEDULE ACCOUNTING TOOLS AND SETTINGS LOG OUT

Today Schedule interpreter Approve request Reschedule appointment Find

Scheduling tools

< October 2017 > 31 OCT 2017 20 TOTAL 1 OPEN

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Total assignments: 430

November 2017

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Total assignments: 97

Month Year

January

SHOW CALENDAR

Time	Request ID	Language	Location	Time	Lightbulb Icon
3:00 pm	109108	FRENCH	Mary Free Bed Rehabilitation Hospital -	3:00 pm / 2:00	Lightbulb
	109114	SPANISH	Mary Free Bed Rehabilitation Hospital -	3:30 pm / 1:00	Lightbulb
4:00 pm	109147	SPANISH	Mary Free Bed Rehabilitation Hospital - OUTPATIENT 235 Wealthy SE Grand Rapids, MI 49503	4:00 pm / 1:00	Lightbulb
5:00 pm	109123	SPANISH	Mary Free Bed Rehabilitation Hospital - OUTPATIENT 235 Wealthy SE Grand Rapids, MI 49503 Services for: Jose Garcia Record ID: •	5:00 pm / 1:00	Lightbulb
6:00 pm			MARIA RIVERA HERNANDEZ (MS.)		

Request details Reschedule Clone request Journal Cancel

To cancel a previously scheduled appointment:

- 1) find the assignment on the calendar
- 2) hover over it
- 3) from the menu, click on the "Cancel" icon

You will receive an email to confirm that the assignment has been canceled.

Scheduling Multiple Requests (Clone Request)

Cloning is a convenient tool for duplicating an assignment that has the same details. Once you submit the first assignment, you have the option of finishing or cloning. If you choose to clone, the scheduling system will open a new assignment with pre-filled details, except for the date and time.

You can also search for a previously scheduled or completed assignment with the desired information and clone it from the menu option.